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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

12/03/01 11059 U.S. PTO

Docket No. AUS920010948US1
Assistant Commissioner for Patents
Washington, D.C. 20231

Date: 11/3/01

11050 U.S. PTO
10/005828
12/03/01

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

MICHAEL WAYNE BROWN, DAVID R. CHENG, WING-YING STEPHANIE LEUNG, FOLU
OKUNSEINDE, MICHAEL A. PAOLINI, SEEMA SHETH-VOSS AND SCOTT LEE WINTERS

For: **EXPERT HOLD QUEUE MANAGEMENT**

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION

ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

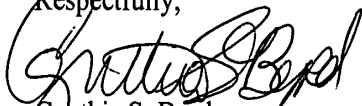
- ☒ 23 Pages of Specification including an Abstract
- ☒ 8 Pages of Claims
- ☒ 6 Sheet(s) of Drawings (INFORMAL)
- ☒ 4 Declarations and Power of Attorney
- ☒ 1 Assignment of the invention to IBM Corporation
- ☒ Recordation Form Cover sheet, Form PTO-1595
- ☒ Informaiton Disclosure Statement, PTO 1449 and References 21

CLAIMS AS FILED

FOR	Number Filed	Number Extra	Rate	Basic Fee (\$740)
Total Claims	20	-20 =	X \$18	= \$0.00
Independent Claims	6	3 = 3	X \$84	= \$252.00 (252.00)
Multiple Dependent Claims	0		X \$280	= \$
Total Filing Fee				= \$992.00

- ☒ Please charge \$ 992.00 to IBM Corporation, Deposit Account No. 09-0447.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.
- ☒ Any additional filing fees required under 37CFR § 1.16.
- ☒ Any patent application processing fees under 37CFR § 1.17.

Respectfully,


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EXPERT HOLD QUEUE MANAGEMENT

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CROSS-REFERENCE TO RELATED APPLICATIONS

The present application is related to the following co-pending applications, incorporated herein by reference:

10 (1) U.S. Patent Application Serial No. ____/____ (Attorney
Docket No. AUS920010944US1);

(2) U.S. Patent Application Serial No. ____/____ (Attorney
Docket No. AUS920010945US1);

15 (3) U.S. Patent Application Serial No. ____/____ (Attorney
Docket No. AUS920010946US1); and

20 (4) U.S. Patent Application Serial No. ____/____ (Attorney
Docket No. AUS920010947US1).